


In Place of FORM PTO-1449 (Modified)

Serial No. #1005, 680Applicant: Brown et al.Filing Date: 12-3-01Group: 2642 2614Atty. Docket No. AUS920010945US1LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

 10/055600
12/03/01

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub- class	Filing Date if Appropriate
HH <u>Spur/mcu</u> AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queuing Systems	379	84	10/16/86
HH <u>Spur/mcu</u> AB	US 5,020,095	05/28/91	Interactive Call Distribution Processor	379	67	11/16/88
HH <u>Spur/mcu</u> AC	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued Calls	379	67	04/15/91
HH <u>Spur/mcu</u> AD	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers	379	266	01/03/95
HH <u>Spur/mcu</u> AE	US 5,506,898	04/09/96	Expected Wait-Time Indication Arrangement	379	266	12/12/94
HH <u>Spur/mcu</u> AF	US 5,796,791	08/18/98	Network Based Predictive Dialing	379	265	08/18/98
HH <u>Spur/mcu</u> AG	US 5,864,616	01/26/99	System and Method for Providing Call Statistics in Real Time	379	266	06/28/96
HH <u>Spur/mcu</u> AH	US 5,867,572	02/02/99	Customer Queuing Arrangement	379	266	02/20/96
HH <u>Spur/mcu</u> AI	US 6,064,730	05/16/00	Customer-Self Routing Call Center	379	265	06/09/97
HH <u>Spur/mcu</u> AJ	US 6,141,328	10/31/00	Method and System for Two-Way Negotiated Call Hold	370	259	09/29/97
HH <u>Spur/mcu</u> AK	US 6,259,771 B1	07/10/01	Web Based Voice Response System	379	88.17	04/03/98

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Sub- class	Filing Date if Appropriate
HH <u>Spur/mcu</u> BA	✓ JP4245754A	09/02/92	Japan	H04M3	42	

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner

Initial

<u>H</u>	CA	U.S. Patent Application No. <u> </u>	(Attorney Docket No. AUS 920010944US1)
<u>I</u>	CB	U.S. Patent Application No. <u> </u>	(Attorney Docket No. AUS 920010946US1)
<u>I</u>	CC	U.S. Patent Application No. <u> </u>	(Attorney Docket No. AUS 920010947US1)
<u>H</u>	CD	U.S. Patent Application No. <u> </u>	(Attorney Docket No. AUS 920010948US1)

5-22-06

Examiner: *[Signature]*

HONG

Date Considered: 8-14-03 // 8-16-04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



In Place of Form PTO-1449 (Modified)

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Serial No. 10/005,680

Applicant: Michael W. Brown, et al.

Filing Date: 12/3/2001

Group: 2643 2614

Atty. Docket No. AUS920010945US1

Reference Designation

U. S. PATENT DOCUMENTS

Filing Date
if

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date if Appropriate
H1 <u>spm/mcu</u>	AA 5,875,231	2/23/1999	Farfan et al.			
	AB					

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation Yes No

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner
Initial

AS
AT
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Examiner:

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8-14-03 // 3/16/04

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